

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Early Support Key Worker
Grade	PS7	Reports to (role title)	Early Support Co-ordinator
		Directorate / School	Childrens, Families, Lifelong Learning and Culture
JE Band	228-268	Service / Department	Early Intervention, Prevention and Support/Educational Psychology/Early Support
		Date Role Profile was created	24.04.2026

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The post holder will undertake a Key Worker role and hold a caseload of 12 to 15 families (FTE) who have young children with complex health needs and/or a disability. The post holder will be line managed by the Early Support Co-ordinator.</p> <p>Key outputs will include:</p> <ul style="list-style-type: none"> •Planning for and joint attendance at initial home visits with the Early Support Co-ordinator •Working closely with families to identify priorities and outcomes •Undertake appropriate assessments e.g. Carers' Assessment, Early Help Assessment •Organise and record a person-centred Family Support Plan following Team Around the Family meeting (in partnership with parents and professionals from health, education, community and voluntary sectors). To ensure that progress is made in line with the outcomes identified in the plan •Organise and facilitate transition meetings to Education settings •Provide signposting and advice and make referrals into other services e.g. Education, Health, Social Care and Community as appropriate and to make applications to charities in support of parents. •Represent the service at local multi-agency forums •Maintain efficient and effective use of IT systems and processes including risk reporting •Contributing to the development and delivery of group support working closely with partners as part of the graduated offer
Work Context	<p>The Early Support Team offers targeted support and operates within the Continuum of Support Framework to improve outcomes for children and families. Life can be very challenging when there is a child in a family with complex needs or a disability and the Key Workers help by coordinating people and services involved. The role includes visiting families at home, keeping in touch regularly, running support groups, and offering information, advice and practical support about local services and how to access them. Support for each family is different, according to the individual needs of that family. This will require the post holder to develop positive and supportive working relationships with the family alongside the multi-agency Team around the Family.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience of working with children with disabilities and their families.</p> <p>Ability to build effective relationships with parent/carers, and the Team Around the Child</p> <p>Knowledge of support services for children and young people, including voluntary and community services in Surrey, and/or how to find out about local services and how to support people to access them.</p> <p>Ability to maintain effective working relationships with partner organisations, with a positive attitude towards collaborative work with peers, colleagues and other professionals.</p> <p>Satisfactory DBS is required.</p> <p>Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
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